It's The Dating Game!
Creating a Community Coalition

April 9, 2014

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Telligen

Can't I Just Stay Single?

- **Reasons communities need coalitions**
  - Changes in health care are affecting everyone
  - Health of the patient and community
  - We are all or will be users of the healthcare system
  - Shorter stays, sicker patients, readmissions, more patients, chronic illness

2

Find the Right Date

- Get the right people at the table
  - Willing to work
  - Outside your organization
  - Who's your problem? You're probably part of their problem
- Meet the parents
  - Get support from senior leadership of all involved organizations

3

Handling Rejection

- When someone turns you down
  - Keep the door open for them to join later

4

Be Clear on the Curfew

- Charter
- Ground rules
- Expectations
- Accountability
- Share the joy
  - Rotate sites and facilitation

5

Dirty Laundry

- Data
  - Sources – public, Telligen, internal
- Lay it all out there
- Secrets don't make friends - transparency

6

What do I Wear?!

- There's too many things to pick from...where do we start?!
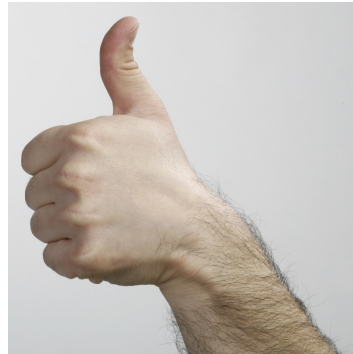
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Short Frequent Dates

- Small frequent tests of change between meetings, report out at larger meetings
- Use QI tools

8

How Can you Tell if it is Going Okay?

- What are you going to measure?

9

Arranged Marriage?

- Boost
- RED
- STAAR
- Care Transitions
- InterACT

10

Going Dutch

- Who's paying for this?!

11

Trouble in Paradise?

- Common problems in community coalitions
- The group is too big
- Interest is waning
- Lots of talk, no action
- Complain, complain, complain
- No one will let us
- Can't agree on things

12

The Honeymoon is OVER!!

- Fun, exciting, really moving in the beginning but it starts to fade…
- How to keep the momentum going…

13

Happily Ever After…

- Success stories
  - Osage
  - Council Bluffs
  - Others?
  - How to share the good news with others

14

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- Community Coalition Toolkit:
  www.cfmc.org/integratingcare/toolkit.htm

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